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BEFORE THE
ILLINOIS COMMERCE COMMISSION

MASTER CALL CORPORATION) DOCKET NO.
) 11-0220
)
Application for a Certificate of)
Interexchange Authority to Operate)
as a Reseller and Facilities Based)
Carrier of Telecommunications)
Services throughout the State of)
Illinois.)

Springfield, Illinois
Tuesday, April 12, 2011

Met, pursuant to notice, at 9:00 a.m.

BEFORE:

MS. LISA TAPIA, Administrative Law Judge

APPEARANCES:

MR. ROUSLAN TSOUTIEV
President
Master Call Corporation
50 Broadway, Suite 1109
New York, New York 10004

(Appearing via teleconference on
behalf of Applicant)

SULLIVAN REPORTING COMPANY, by
Carla J. Boehl, Reporter
CSR #084-002710

1 APPEARANCES: (Continued)

2 MR. JAMES V. OLIVERO
3 Office of General Counsel
4 527 East Capitol Avenue
5 Springfield, Illinois 62701

6 (Appearing on behalf of Staff of
7 the Illinois Commerce
8 Commission)

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1		<u>I N D E X</u>			
2					
3	<u>WITNESS</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
4	ROUSLAN TSOUTIEV				
5	Statement	14			
6	By Mr. Olivero		16,28		
7	By Judge Tapia		25		
8	DENI DAKHI				
9	Statement	29			
10	By Judge Tapia		30		
11	IRINA PLISS				
12	Statement	36			
13	By Mr. Olivero		36		
14	KAREN CHANG				
15	By Mr. Olivero	40			
16					
17		<u>EXHIBITS</u>			
18				<u>MARKED</u>	<u>ADMITTED</u>
19	Applicant's Cross 1			21	21
20	Applicant's Cross 2			22	22
21					
22					

1 JUDGE TAPIA: Thank you.

2 MR. TSOUTIEV: You are welcome.

3 MR. OLIVERO: And appearing on behalf of the
4 Staff witnesses of the Illinois Commerce Commission,
5 Jim Olivero. My address is 527 East Capitol Avenue,
6 Springfield, Illinois 62701, and my phone number is
7 217 area code 785-3808.

8 And then just, Your Honor, just to go
9 back for a moment. We are on -- it is the Master
10 Call Corporation, right, is the name of the --

11 MR. TSOUTIEV: Right.

12 JUDGE TAPIA: Oh, I apologize.

13 MR. OLIVERO: I just wanted to make sure
14 because I was getting confused this morning.

15 MR. TSOUTIEV: Corporation, not communications.

16 JUDGE TAPIA: Thank you very much for that
17 correction, Mr. Olivero.

18 And also I would like to make another
19 correction. This certificate is sought pursuant to
20 to Sections 14-401, 13-403 and 13-404 of the Public
21 Utilities Act.

22 I will let the record reflect that

1 there are no others wishing to enter an appearance.
2 As I stated before, this is an evidentiary hearing.
3 On behalf of the Company present is Mr. Dakhi and
4 Ms. Pliss and also Mr. Tsoutiev. If you can all
5 raise your right hand?
6 MR. TSOUTIEV: Yes.
7 MR. OLIVERO: Okay. And, Your Honor, I think I
8 am going to have Ms. Chang also testify just very
9 briefly. So if you can swear her in as well.
10 JUDGE TAPIA: Ms. Chang, if you can raise your
11 right hand also?
12 (Whereupon the witnesses were
13 duly sworn by Judge Tapia.)
14 JUDGE TAPIA: Thank you very much. So the
15 Applicant can proceed first. Mr. Tsoutiev, is there
16 anything you would like to testify today before I
17 hand it to Mr. Olivero for any cross examination
18 questions?
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ROUSLAN TSOUTIEV

called as a witness on behalf of Applicant, having
been first duly sworn, was examined and testified as
follows:

STATEMENT

BY MR. TSOUTIEV:

Yeah, I just want to make the point he
just -- repeat why we are doing that. We are a
reputable company, used to be Market Call
Communications for a very long time. We have been in
the telebusiness through acquisitions through the
advertisements. And just a few years ago we start to
sell different kind of products because telecom
business is drastically changing. I mean, you know,
we start to sell our products and TV, IPTV, which
involves, you know, content problems, you know,
liability. And for the liability purposes we divided
the companies for three, but two others, they just
for New York only. We do New York business only.
And new company telecommunications Master Call
Corporation, we have Master Call trademark already
approved. That's why we stuck to this name. It

1 belongs to us. Master Call, the trademark, it
2 belongs to us.

3 And the Master Call Corporation will
4 continue to provide the same services, with the same
5 stuff, with the same equipment, with the same
6 capabilities to the customers in the state of
7 Illinois. And for the customers it is nothing
8 actually change. We just looking for improvements
9 because we are going to buy new technological
10 platform which will be installed in June and July
11 which will allow us to widen the variety of services
12 we provide to the customers all over the country.

13 And that's -- actually it is not some
14 new establishment, new something starting from the
15 scratch, no. It is continuation, but we went ahead
16 to the structure of our business because we have
17 different products we are selling and we cannot put
18 them in the same jar. We have to divide and, you
19 know, that's why we registered Master Call
20 Corporation and we want to continue. Actually for us
21 it is a continuation of the business. But from the
22 legal point of view by the rules, by the laws of the

1 state of Illinois, we have to go all the procedures
2 and make everything, you know, just legal and as to
3 the working for us and for the state also.

4 JUDGE TAPIA: Thank you, Mr. Tsoutiev. Cross
5 examination, Mr. Olivero, for Mr. Tsoutiev?

6 CROSS EXAMINATION

7 BY MR. OLIVERO:

8 Q. Good morning, Mr. Tsoutiev. I just had a
9 couple questions and you are going to have to bear
10 with me because, as I said before, I sort of came
11 into the game late here.

12 A. Yes.

13 Q. And some of these are just to clarify in my
14 mind, I guess. As I understand it, Master Call
15 Communications, Inc., is that still in existence?

16 A. It is in existence, but it will be phased
17 out over time. We plan that we can phase it out even
18 the first or second quarter. But second we just
19 couldn't probably, you know, the second quarter of
20 this year. We don't have any almost transactions.
21 We just paying, you know, whatever taxes or whatever
22 we have left doing the tax return. And the company

1 will be phased out and will be closed down and
2 dissolved or whatever very soon. We hope it will be,
3 if not April, May or June at the latest because we
4 want to close. Because for us it is also expense and
5 work. We want to close down and it will be now no
6 in existence any more. But now we have transition
7 period.

8 Q. Okay. And so you will not be operating
9 both the Master Call Communications, Inc., and Master
10 Call Corporation certificates?

11 A. Absolutely not. Absolutely not, no. It is
12 not our plan. Even it will be burden for us. We
13 don't want to do this all completely. We just want
14 to operate one company for communications, Master
15 Call.

16 Q. And then when the company, I guess, or the
17 corporation is dissolved, then -- and I have to
18 apologize because I am not really clear. I know on
19 that certificate that you were given on that
20 communications docket back in 03-0689, do you ask
21 that that be dissolved as well or withdrawn?

22 A. Oh, yeah, actually my understanding was

1 that we kind of transferring all license in the state
2 to the new company. It means for me, meant that the
3 old company will not have any more. But if we need
4 to cancel something, of course, we will do that, yes.

5 Q. All right. Hang on here just a second.

6 (Pause.)

7 And we had spoke earlier about submitting
8 as part of the evidentiary record a copy of an income
9 statement and a balance sheet and then some CVs. And
10 as I understand it, you would like the income
11 statement and balance sheets to be designated as
12 confidential. The ones I am looking at, it is hard
13 for me, I guess, to identify what they have on them.
14 But the one has Ordinary Income Expenses at the top
15 and it has January through December of 2011.

16 JUDGE TAPIA: Thank you. And what would you
17 like to mark this, Mr. Olivero,

18 MR. OLIVERO: How do you want --

19 JUDGE TAPIA: Applicant's Exhibit 1,

20 MR. OLIVERO: Would Applicant'S Exhibit 1 be
21 all right with you, Mr. Tsoutiev?

22 JUDGE TAPIA: It would be a cross exhibit.

1 MR. OLIVERO: A cross exhibit, yes,

2 MR. TSOUTIEV: Yes, I am okay with it.

3 JUDGE TAPIA: Applicant's Cross Exhibit 1

4 identified as?

5 MR. OLIVERO: I am just designating it as an

6 income statement. Is that --

7 MS. CHANG: Together as one. As one it will be

8 budgeted financial statements for 2011.

9 MR. OLIVERO: Okay, including the second page

10 which is the business.

11 MS. CHANG: That's the balance sheet.

12 MR. OLIVERO: The balance sheet, right? Okay,

13 those first two will be part of the same exhibit.

14 JUDGE TAPIA: Okay. So it is three pages,

15 correct?

16 MR. OLIVERO: Right. One, two, three, right.

17 And then those CVs are separate ones that those can

18 be put in separately because those -- we are going to

19 have to figure out a way for them or us to do it so

20 that it is confidential and I haven't really thought

21 that through yet, so.

22 JUDGE TAPIA: Okay, yes. For the record and

1 for the benefit of the parties, you will have to make
2 it -- I will accept an oral motion, an oral motion
3 for confidentiality of the Cross Exhibit 1. However,
4 a public version and a private version will have to
5 be filed into e-Docket and I will allow a late filing
6 to be filed by Friday.

7 Would that be -- is Friday sufficient
8 time for the Applicant to file on e-Docket the public
9 version?

10 MR. TSOUTIEV: Deni, do you know how to do
11 that?

12 MR. DAKHI: Yes.

13 MR. TSOUTIEV: Yes, okay.

14 JUDGE TAPIA: So that's then -- let me ask. So
15 the exhibit is going to be called Applicant's Cross
16 Exhibit 1, Income Statement, three pages,

17 MR. OLIVERO: Income statement and balance
18 sheet, I guess I would say.

19 JUDGE TAPIA: And balance sheet. Mr. Tsoutiev,
20 is there any objection from the Applicant to enter
21 into evidence Applicant's Cross Exhibit 1, Income
22 Statement/Balance Sheet which consists of three pages

1 into evidence?

2 MR. TSOUTIEV: You asking me, right, Judge?

3 JUDGE TAPIA: Yes.

4 MR. TSOUTIEV: No, I don't object then.

5 JUDGE TAPIA: Okay. Hearing no objection, it

6 is entered into the record.

7 (Whereupon Applicant's Cross

8 Exhibit 1 was marked and

9 admitted into evidence.)

10 JUDGE TAPIA: Now, this will be -- the

11 Applicant will file a public version and a private

12 version to be admitted -- I am sorry, to be filed on

13 e-Docket by Friday which is April 15.

14 MR. TSOUTIEV: Yes.

15 JUDGE TAPIA: Anything else you want admitted

16 into the record?

17 MR. OLIVERO: Well, there was that last -- it

18 is a two-page document which it is not really

19 identified. It has Ms. Mazo and Mr. Tsoutiev's, I

20 want to say, CV on it.

21 JUDGE TAPIA: Okay. And you call it

22 Applicant's Cross Exhibit 2?

1 MR. OLIVERO: Yes, that would be fine, Your
2 Honor.

3 JUDGE TAPIA: Which is the CV of -- or actually
4 Mr. Tsoutiev and Larisa Mazo. Is there any objection
5 to the admission of the CVs, Cross Exhibit 2, which
6 is two CVs or one CV for Larisa Mazo which is the
7 vice president and Rouslan Tsoutiev? Any objection
8 for admission into the record?

9 MR. TSOUTIEV: Yeah, we don't have objections.
10 I don't have.

11 JUDGE TAPIA: Thank you. Hearing no objection,
12 Cross Exhibit Applicant'S 2 which is a CV of Rouslan
13 Tsoutiev and Larisa Mazo, is entered into the record.

14 (Whereupon Applicant's Cross
15 Exhibit 2 was marked and
16 admitted into evidence.)

17 MR. OLIVERO: Thank you, Your Honor. Okay.
18 Hang on. Bear with me again.

19 (Pause.)

20 BY MR. OLIVERO:

21 Q. In looking at your application, like on
22 page 9 to 10 under Waivers, under Interexchange

1 Service you had two parts that were marked Part 735
2 and 250. Was there any other waivers that you were
3 seeking, such as Part 710?

4 MR. TSOUTIEV: Deni?

5 MR. DAKHI: No, we are not seeking any other
6 than those that are marked.

7 MR. OLIVERO: I am sorry, I didn't catch that.

8 MR. DAKHI: No, we are not seeking any other
9 waivers other than those you just stated.

10 MR. OLIVERO: Can we go off the record?

11 JUDGE TAPIA: Yes, we will go off the record
12 one moment.

13 (Whereupon there was then had an
14 off-the-record discussion.)

15 JUDGE TAPIA: We are back on the record.

16 Mr. Olivero, you can continue cross examination of
17 Mr. Tsoutiev.

18 BY MR. OLIVERO:

19 Q. Mr. Tsoutiev, one other question and I
20 apologize if I made the one person again, but the
21 current customers that you have under that Master
22 Call Communications, Inc., were they notified or have

1 they been notified that there is going to be a new
2 provider if they are going to be extended service
3 under that Master Call Corporation?

4 A. Yes. That question, we have to reconcile
5 with the requirements of FCC. When we do that, of
6 course, we are required and they will not have to
7 send separate letter where most of the states are,
8 okay. As soon as we will have from you approval, the
9 letter is composed, it is ready. We will just
10 include in our next mailing and each customer will
11 receive by mail the letter as soon as we have from
12 you approval that we can do business under Master
13 Call Corporation name,

14 MR. OLIVERO: Okay. All right. Thank you,
15 Mr. Tsoutiev.

16 MR. TSOUTIEV: You are welcome.

17 MR. OLIVERO: Your Honor, I think that's all
18 the questions I had for Mr. Tsoutiev.

19 JUDGE TAPIA: Thank you, Mr. Olivero.

20 Mr. Tsoutiev, I have just a few
21 questions.

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EXAMINATION

BY JUDGE TAPIA:

Q. Did you can testify that the Applicant is only offering services in New York? Is that what you testified today?

A. I think the Master Call Corporation is planning to operate in the state of New York, state of Illinois and a number of other states also.

Q. Okay. But the jurisdictions that the Applicant is offering services now is only New York?

A. At this point we have already five or six states approved and we can, you know, operate under the new company corporation. We have New York. We have Pennsylvania. We have California as well as Florida. We have -- several of the states just allow that to transfer their licenses in there. And we need to do that. And there are other states in the process also.

Q. I see. So those states that you just mentioned, you have been approved but you haven't started business as far as services goes, correct?

A. Yeah, we have got -- you know what, we

1 cannot start business there. Legally for what's
2 going on, the states, let's say Illinois, where we
3 don't have yet approval, we do -- you know, we use
4 the name of Master Call Communications. But in the
5 states where we already have, you know, approval, we
6 use Master Call Corporation. And then that
7 transition period will be a month or two, will be all
8 doing under Master Call Corporation in all states.

9 Q. Okay. Thank you very much.

10 A. That's our goal and we want to do it as
11 soon as possible. Not to be any confusion because it
12 takes a lot of resources to, you know, to do in this
13 transition. And we are planning by June or earlier
14 we will put it behind and we will be acting as the
15 one company in all states with all licenses or all
16 approvals in place.

17 Q. Thank you. Mr. Tsoutiev, the same
18 management team that is in Master Call Communications
19 is also going to be the management team working under
20 Master Call Corporation?

21 A. Yes. All employees they transfer to the
22 new company and they will be employees of Master Call

1 Corporation. Everyone.

2 Q. Okay. Under this -- then I will ask you a
3 question pertaining to Master Call Communications.
4 Has Master Call Communications under this management
5 ever failed to file Annual Reports?

6 A. Failed, no, no. We did always on time, I
7 believe, and we did file Annual Reports and all
8 needed reports, yes.

9 Q. Okay. And, Mr. Tsoutiev, let me see if
10 this question actually pertains to you. Otherwise, I
11 will wait for Mr. Dakhi to answer this question. I
12 saw in your application that you have a phone -- I am
13 sorry, actually it doesn't say there is a phone
14 number. It says here if technical problems arise,
15 there will be someone available from 8:00 to 6:00
16 p.m. And then if they are scheduled to work, that's
17 24 hours. Is there an 800 number connected to this
18 process?

19 MR. DAKHI: I believe the number was the 800
20 number, Your Honor.

21 JUDGE TAPIA: Okay. That 800 number that you
22 provided at the beginning of the application is the

1 same number, is that correct?

2 MR. DAKHI: Yes. It is a system that you press
3 buttons, just like everything. You have one if you
4 have a problem with an issue, stuff like that.

5 JUDGE TAPIA: And then I will ask you,
6 Mr. Dakhi -- when you testify I will ask you more
7 specifics on that. And, Mr. Tsoutiev, let me see if
8 I have any other questions for you.

9 (Pause.)

10 JUDGE TAPIA: Okay. I have no other questions,
11 Mr. Tsoutiev. Mr. Olivero, do you have anything of I
12 have covered, any further recross?

13 RECROSS EXAMINATION

14 BY MR. OLIVERO:

15 Q. The only thing actually, and this again is
16 just for my clarification, that 800 number you are
17 talking about is the response to Number 16,
18 1 (800) 816-7907, is that correct?

19 A. Yeah, that's our customer service number,
20 yes.

21 JUDGE TAPIA: Okay, thank you,

22 MR. TSOUTIEV: You are welcome.

1 JUDGE TAPIA: Thank you. Then if there are no
2 further questions for Mr. Tsoutiev, I will release
3 Mr. Tsoutiev. The next to testify is Mr. Dakhi.

4 Mr. Dakhi, is there anything that you
5 want part of the record here to testify, that you
6 want to state in regards to the application before I
7 hand you over to Mr. Olivero?

8 DENI DAKHI
9 called as a witness on behalf of Applicant, having
10 been first duly sworn, was examined and testified as
11 follows:

12 STATEMENT

13 BY MR. DAKHI:

14 I would just like to briefly state
15 that anything technical-related is retained from
16 Master Call Communications and nothing has changed.
17 That's it.

18 JUDGE TAPIA: Thank you, Mr. Dakhi.
19 Mr. Olivero, any cross examination questions,

20 MR. OLIVERO: I don't think I have any for
21 Mr. Dakhi.

22 JUDGE TAPIA: Okay.

1 EXAMINATION

2 BY JUDGE TAPIA:

3 Q. Mr. Dakhi, I just have a few questions. So
4 you will be -- the company will be utilizing outside
5 tech help. Is this the same -- have you already
6 hired them, ready to go? Are these the same people
7 that were used under Master Call Communications?

8 A. Yes.

9 Q. And if you can explain the process, the
10 complaint process? If a customer has a complaint,
11 can you explain what a customer goes through? Once
12 they call the 800 number, what happens?

13 A. Absolutely. They dial the number and they
14 get very similar to customer service representatives
15 to answer them and any complaint that's, you know,
16 brought to the technicians after the fact is handled
17 by them within 15 to 20 minutes usually.

18 MR. TSOUTIEV: A trouble ticket opens.

19 A. Yes, if there is any trouble issues.

20 Q. And what about billing? Is that the same
21 phone number and the same process?

22 A. Same phone number, yes.

1 Q. And in the event that the person is not
2 satisfied as far as the billing complaint, what
3 happens then? After speaking to the representative
4 and that doesn't resolve the issue, what's the next
5 step?

6 A. There are managers present at the times of
7 operation that would usually resolve the issue. I
8 have never seen anything get past them. I have never
9 seen a complaint for staff from Illinois or anything
10 like that. If you would concern me, that would be
11 perfect.

12 MR. TSOUTIEV: Yeah, you want to let me -- this
13 is Rous Tsoutiev -- just add to that. Then our
14 customer service organized a way when they dial the
15 number, they have the choice. The new customer or he
16 is with a question, billing question or customer
17 care. Then it goes around the globe and will be sent
18 to the group prepared and trained to do this job.
19 When the customer, let's say, not agrees with the
20 bill, if the call goes to the customer service
21 representative and then that group is especially
22 trained for billing purposes and they will explain to

1 the customer how the bills work, what are fees, what
2 the taxes state and everything else how that applies.
3 And then the policy of the company, as always for any
4 good business, our customer always right. And we try
5 to satisfy the way not to lose this customer. But
6 when the customers demand, you know, sometimes they
7 don't want to pay additional, you know, like taxes,
8 state especially, we tell them that so we must pay
9 that. But we will give them some credit or something
10 which makes them feel better. But our qualified
11 personnel explains to them, you know, what charge
12 coming from what, clearly clear.

13 Most of the occasions, people say
14 thank you and the conversation ends. If customer
15 service representatives cannot achieve in the few
16 calls, it happens a few times maybe day or week, then
17 call sent to the more experienced people, the
18 supervisors, and usually they resolve it and say --
19 you know, I don't have people actually ask the
20 president of the company but the last time I spoke
21 probably a few months ago someone wanted to. I am
22 not hiding from them, but usually my people resolve.

1 We have several layers knowledge-wise
2 and authority-wise, and the people resolve and make
3 customers to understand the billing process, what
4 they are billed for, and the customer care for
5 technical issues, you know, also, resolved the way we
6 explain why and what happened and we explain to them
7 how to avoid in the future the same mistakes. But if
8 it is our fault, we tell them clearly it was our
9 fault, no more, we fix it, please use our source.
10 And that's the way we make our customers feel
11 comfortable with us that we are always here to serve
12 them.

13 JUDGE TAPIA: Thank you very much,
14 Mr. Tsoutiev. Thank you. That answers my question
15 in regards to that.

16 Mr. Dakhi, I should have asked you
17 from the beginning. Could you please state your full
18 name for the record so that the court reporter can
19 have you as a testifying witness, your full name,.

20 MR. DAKHI: My name is Deni Dakhi.

21 JUDGE TAPIA: And spell it, please.

22 MR. DAKHI: First name D-E-N-I, last name is

1 D-A-K-H-I.

2 JUDGE TAPIA: Thank you very much. How many
3 employees does the Company have currently, Mr. Dakhi
4 or Mr. Tsoutiev?

5 MR. TSOUTIEV: Forty-two on the payroll.

6 JUDGE TAPIA: And let me ask whichever is
7 appropriate to answer this question. Would the
8 Applicant be adhering to all the federal and state
9 laws in regards to slamming and cramming,

10 MR. TSOUTIEV: Yes, we comply with all this
11 laws, yes.

12 JUDGE TAPIA: And does the Applicant have
13 internal procedures to guard against slamming and
14 cramming?

15 MR. TSOUTIEV: Yes. We, the way -- we have
16 procedure and the policies of the company that our
17 customer service and the sales people, they trained
18 they cannot without permission of the customer,
19 permission as to sell a customer. That's why we have
20 TP -- how we call it, Deni?

21 MR. DAKHI: It is a voice recording of a
22 customer acknowledging the fact that they are being

1 switched to Master Call Communications Service,
2 MR. TSOUTIEV: And without that, they are not
3 permittted to do that. And in fact we didn't have
4 any complaints from any even other company that we
5 slammed the customer for a very long time. Otherwise
6 we have complaints about companies like Air Link, a
7 couple California based companies, they constantly
8 slam our customers like by the groups of 20 to 50.
9 And when they contact customers, sometimes they say,
10 oh, we thought you were the same company, you changed
11 that name. People use different tactics.

12 But within our company we strictly
13 follow the rules and our customer service are trained
14 the way they will never provision the customer
15 without GPB process which is in place and controlled
16 very formidably and on a daily basis.

17 JUDGE TAPIA: Thank you very much. That
18 answers my question. Mr. Olivero, do you have any
19 recross in regards to anything I have covered,

20 MR. OLIVERO: No, Your Honor.

21 JUDGE TAPIA: Thank you.

22

1 IRINA PLISS

2 called as a witness on behalf of Applicant, having
3 been first duly sworn, was examined and testified as
4 follows:

5 JUDGE TAPIA: Ms. Pliss, if you can state your
6 full name for the record, please.

7 MS. PLISS: My name is Irina Pliss.

8 JUDGE TAPIA: And what is your title for the
9 Applicant?

10 MS. PLISS: Accountant manager.

11 JUDGE TAPIA: And could you spell your name,
12 please, your full name,

13 MS. PLISS: Yes, okay. The first name I-R-I-N
14 like Nancy - A, and the last name P-L-I-S-S.

15 JUDGE TAPIA: Mr. Olivero?

16 CROSS EXAMINATION

17 BY MR. OLIVERO:

18 Q. Ms. Pliss, I just had a question about the
19 waivers. And on the application there were two boxes
20 that were checked. The third one that is Part 710 of
21 the Uniform System of Accounts for Telecommunication
22 Carriers, is it my understanding that the Company

1 also wanted to have a waiver with respect to that
2 section of the administrative rules as well?

3 A. I am sorry, can you explain this question
4 for understanding?

5 Q. In your application like on pages 9 and 10?

6 A. Uh-huh.

7 Q. Under Waivers. On page 10 under
8 Interexchange Service, you had a couple boxes that
9 were marked. I think when we had spoke off the
10 record we had talked about these requiring -- this
11 Uniform System of Accounts deals with the Generally
12 Accepted Accounting Principles?

13 A. Yes, of course, we accept Generally
14 Accounting Principles.

15 Q. And so, but it is my understanding then you
16 would be requesting a waiver of that section there,
17 correct?

18 MR. TSOUTIEV: Would you explain the question
19 better, what it means? "Comply with that" is the
20 legal language; we want to just make sure we
21 understand correctly.

22 MR. OLIVERO: Well, the section of the

1 Administrative Code that deals with that Uniform
2 System of Accounts, as I understand it, would be a
3 very voluminous obligation and undertaking on behalf
4 of a company. So you are just requesting that you be
5 waived, I guess, from following all the procedures
6 that are contained within that administrative rule?

7 MR. TSOUTIEV: Oh, yes, yes, yes. We want this
8 waiver. We are not part of the company. We think we
9 don't need that.

10 MR. OLIVERO: So as I understand it, then you
11 would want that one marked as well as Part 735 and
12 Part 250, correct,

13 MS. PLISS: Yes.

14 JUDGE TAPIA: I will let the record reflect,
15 Mr. Olivero, the amendment.

16 MR. OLIVERO: The amendment to that
17 application, okay. And then, okay, I mean, we have
18 already got into those -- I wasn't sure whether you
19 were the -- if you were the one that was supposed to
20 do the income statement and balance sheet, I am
21 sorry. But since we have already got that in the
22 record, then I guess that's all the questions I would

1 have of Ms. Pliss.

2 JUDGE TAPIA: Thank you. Ms. Pliss, I only
3 have a few questions and I am not sure if this
4 actually pertains to you, but Mr. Dakhi or
5 Mr. Tsoutiev can answer this question.

6 Q. Is the Applicant aware that tariffs are
7 required to be filed? Tariffs?

8 MR. DAKHI: Yes, we are, Your Honor, yes.

9 Q. And to the extent that the Applicant takes
10 in operation in multiple states, which is what I am
11 hearing today, will the Applicant maintain distinct
12 accounts for revenues attributable to Illinois?

13 A. Yes.

14 MR. DAKHI: Of course.

15 Q. And it is my understanding you are
16 asking -- well, you stated that you are asking for
17 the waiver of 250 to keep the records here in
18 Illinois and that will be kept in New York. Can you
19 state the address of where the records will be kept?

20 A. Yes. 50 Broadway, Suite 1109, New York,
21 New York zip code 10004.

22 Q. And this address is what? Is this the

1 headquarters?

2 A. Yes.

3 JUDGE TAPIA: Okay. I have no further

4 questions for Ms. Pliss. Mr. Olivero, any recross?

5 MR. OLIVERO: No, Your Honor.

6 JUDGE TAPIA: Okay. Thank you. Then I will

7 hand it to Mr. Olivero. Does Staff have a

8 recommendation as to the Applicant's request of

9 authority in this case? Oh, actually, I am sorry.

10 Actually I apologize. Mr. Olivero, it is your case

11 in chief now. You can call your first witness.

12 JUDGE TAPIA: Thank you, Your Honor. I would

13 call Ms. Chang to the stand.

14 KAREN CHANG

15 called as a witness on behalf of the Illinois

16 Commerce Commission, having been first duly sworn,

17 was examined and testified as follows:

18 DIRECT EXAMINATION

19 BY MR. OLIVERO:

20 Q. Please state your name for the record and

21 spell your last name.

22 A. My name is Karen Chang. My last name is

1 spelled C-H-A-N-G.

2 Q. And who is your employer and what is your
3 business address?

4 A. I am staff for Illinois Commerce
5 Commission. My business address is at 527 East
6 Capitol Avenue, Springfield, Illinois 62701.

7 Q. And what is your position at the Illinois
8 Commerce Commission?

9 A. I am rate analyst at Illinois Commerce
10 Commission at the Telecommunications Department.

11 Q. Thank you. You were the staff assigned to
12 this docket, is that correct?

13 A. Yes.

14 Q. And have you -- let me ask you this.

15 What documents have you reviewed for
16 your analysis and recommendation on this matter?

17 A. I first reviewed all the documents were
18 filed on the e-Docket which includes application, and
19 then I request for additional information which came
20 through at two different locations through e-mail. I
21 reviewed those as well.

22 Q. Okay. And can you just explain what those

1 were? Were those the income statements and the
2 balance sheet and the CVs that we had entered into
3 evidence on behalf of the Applicant?

4 A. Yes. Those were information I requested
5 and I reviewed.

6 Q. Any questions or concerns you had about the
7 certificate being granted by the Applicant, were
8 those addressed by the Applicant?

9 A. Yes, they did.

10 Q. And the question of managerial, financial
11 and technical abilities to provide interexchange
12 telecommunications service, those issues were
13 resolved in your mind?

14 A. Yes, Mr. Olivero.

15 Q. And I guess, not knowing how to do this,
16 what is your recommendation with respect to the
17 certificate request by Master Call Corporation?

18 A. Master Call Corporation have demonstrated
19 that they are able and have sufficient strength in
20 three areas, financial, management and as well as
21 technical expertise. They do have those.

22 Q. Okay. And so?

1 A. Yes, my recommendation would be positive,
2 yes.

3 MR. OLIVERO: I think that's all I had, Your
4 Honor.

5 JUDGE TAPIA: Mr. Tsoutiev, do you have any
6 questions for Ms. Chang, any cross examination
7 questions?

8 MR. TSOUTIEV: No, Your Honor.

9 JUDGE TAPIA: Mr. Dakhi, do you have any
10 questions?

11 MR. DAKHI: None, Your Honor.

12 JUDGE TAPIA: And, Ms. Pliss, do you have any
13 questions?

14 MS. PLISS: No, I don't.

15 JUDGE TAPIA: Thank you. So the Staff rests
16 their case?

17 MR. OLIVERO: Yes, we do, Your Honor, sorry.

18 JUDGE TAPIA: Thank you. I will note for the
19 record that there are no contested issues in this
20 case and, therefore, is there anything that anyone
21 wants to be part of the record before I actually mark
22 this case heard and taken?

1 MR. OLIVERO: None on behalf -- nothing further
2 on behalf of Staff, Your Honor.

3 JUDGE TAPIA: Thank you. And on behalf of the
4 Applicant is there anything that you want to be part
5 of the record here today before I mark this case
6 heard and taken?

7 MR. TSOUTIEV: No.

8 JUDGE TAPIA: Thank you. Then I will mark this
9 case heard and taken as of today.

10 HEARD AND TAKEN

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